

ABSTRAK

Komunikasi terapeutik perawat dapat mempengaruhi pasien, sehingga komunikasi sangat diperlukan dalam pelayanan keperawatan. Diruang kemuning kurang menggunakan komunikasi terapeutik, perawat hanya berkomunikasi seperlunya saja. Penelitian bertujuan mengetahui hubungan komunikasi terapeutik perawat dengan tingkat kepuasan pasien diruang Kemuning RSI Jemursari Surabaya.

Desain penelitian adalah analitik *cross sectional*. Populasinya semua pasien berusia diatas 15 tahun diruang Kemuning RSI Jemursari Surabaya sebesar 150 pasien, besar sampel 63 responden diambil dengan menggunakan tehnik *simple random sampling*, instrumen penelitian menggunakan kuesioner. Data dianalisis dengan uji statistik *Chi Square*.

Hasil penelitian menunjukkan komunikasi terapeutik perawat sebagian besar (73,0%) baik dan pasien sebagian besar (68,35%) puas dengan pelayanan keperawatan. Uji statistik *Chi Square* dengan tingkat kemaknaan $\alpha = 0,05$ didapatkan $p (0,028) < \alpha (0,05)$ maka H_0 ditolak berarti ada hubungan antara komunikasi terapeutik perawat dengan tingkat kepuasan pasien diruang Kemuning RSI Jemursari Surabaya, dengan hasil analisis OR=3,580, artinya komunikasi terapeutik perawat yang baik mempunyai peluang 3,58 kali pasien puas dibandingkan komunikasi terapeutik perawat yang jelek.

Simpulan penelitian adalah sebagian besar pasien diruang Kemuning RSI Jemursari Surabaya menyatakan komunikasi terapeutik perawat baik dan pasien puas, maka sebaiknya perawat tetap mengoptimalkan fungsi perawat tanpa mengabaikan aspek psikologis yang dapat berpengaruh pada perasaan pasien.

Kata kunci: komunikasi terapeutik, tingkat kepuasan

ABSTRACT

The nursing therapeutic communication can affect the patients so that it is highly needed when giving nursing care. They rarely use the communication in Kemuning Room. In other words, they only speak when they need to. Therefore, the purpose of this research was to find out the relationship between the nursing therapeutic communication and the patient's satisfaction level in the Kemuning Room of Islamic General Hospital Jemursari Surabaya.

The design of research was analytic-cross sectional. The population involved all patients aged over 15 years hospitalized in the above mentioned hospital, totally 150 people, in which 63 respondents were chosen by applying the simple random sampling technique. Furthermore, questionnaires were used to collect the data which were then analyzed by using Chi-Square statistic test with the significance level $\alpha = 0.05$.

The result of research showed that the nursing therapeutic communication applied by most of the respondents (73.0%) was in good category, whereas 68.35% expressed their satisfaction. Moreover, Chi-Square statistic test showed that $p (0.028) < \alpha (0.05)$ so that H_0 was rejected illustrating that there was a relationship between the nursing therapeutic communication and the patient's satisfaction level in the Kemuning Room of Islamic General Hospital Jemursari Surabaya, with analysis $OR=3,580$, the meaning is a good communication therapeutic nursing have much pelt 3,58 with satisfaction patient appeal a bad communication therapeutic nurse.

In conclusion, most of the patients hospitalized in the hospital received a good therapeutic communication and were satisfied. Hence, the nurses should optimize their function without neglecting the psychological aspects can be side effect a patient feel.

Keywords: therapeutic communication, satisfaction.